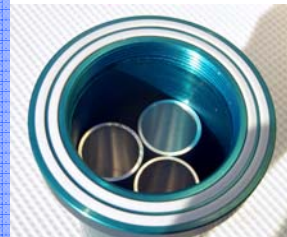
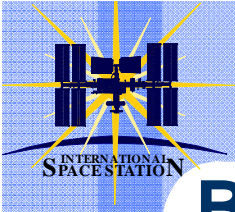


High Performance Teams

Keeping Expertise: KSC Utilization Team



Barbra Calvert
NASA Kennedy Space Center
Utilization Project Manager

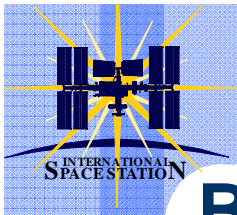


Background

- KSC and ISS Research
 - To perform ISS Research (Utilization) several racks have been placed on orbit
 - Scientist utilize equipment and hardware in these racks to perform experiments
 - The racks and hardware for the experiments are tested in a flight like configuration with the flight software at KSC to verify everything will work as required on orbit



Expedition 2 crewmember Susan Helms activating the HRF 1 rack



Background



**Human Research
Facility Racks**



EXPRESS Racks



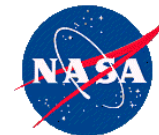
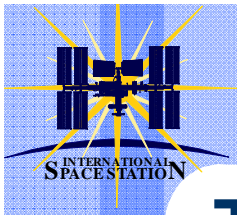
**Microgravity
Sciences
GloveBox**



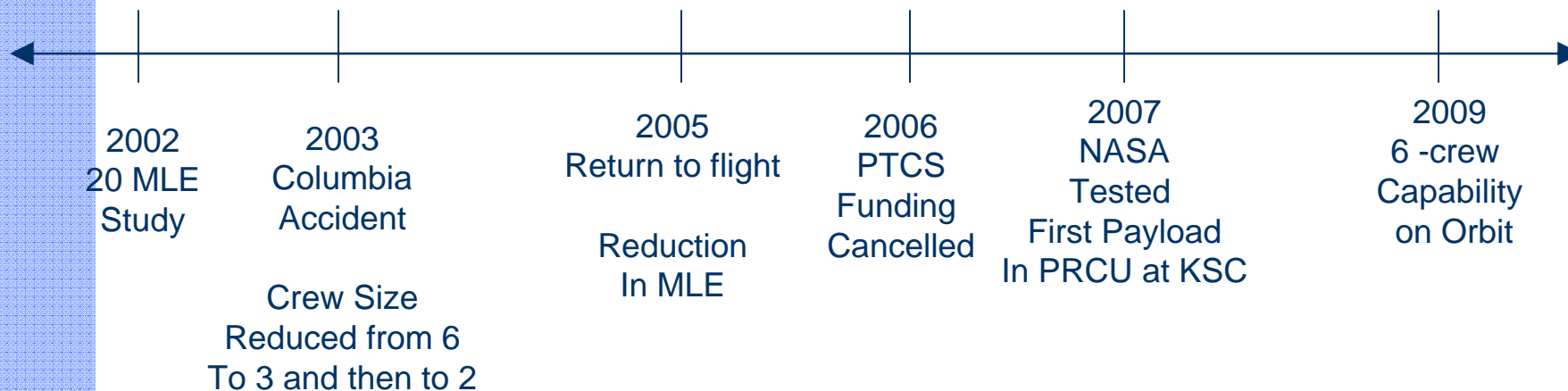
MELFI Freezer

2001

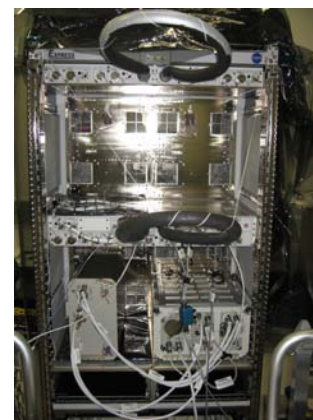
2005

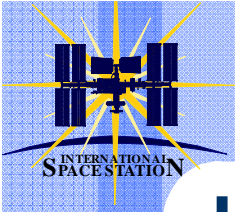


Timeline of Events



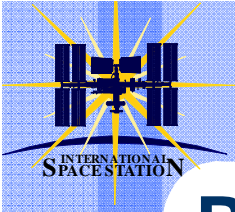
Move into SLSL





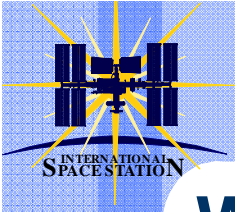
Utilization Team Makeup

- Overall Team
 - Middeck Team
 - Responsible for late stow of middeck payloads
 - Supports alternate landing sites
 - Majority of the team has been together for years
 - Test Team
 - Responsible for final test and checkout of payloads before flight
 - Most affected by changes in roles and responsibilities
 - Recently took on the additional responsibility of running the Checkout System



Project Management Challenges

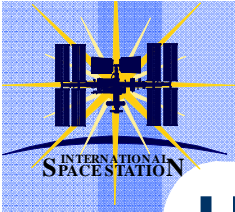
- Keeping the people and the skills when budgets and tasks are reduced
- Motivating personnel
- Understanding when to intervene
 - Between the team and management
 - When there is conflict within the team



What Makes this a High Performance Team

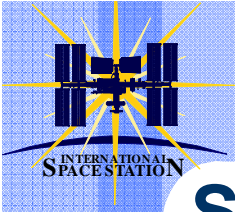
- Product is always outstanding
 - Issues within the team are transparent to the customers
 - Customers and program representatives recognize the quality product the team produces
 - Technical capabilities transferred to new team members

EVERYONE ENJOYS WHAT THEY DO



How Do You Build A High Performance Team

- Recruit individuals who are motivated to perform the task at hand
- Clearly define the roles and responsibilities of the team members
- Make sure each team member is properly trained
- Keep team members well informed
 - Upcoming events
 - Program decisions
- Celebrate success
- Continue to evaluate performance and where improvements can be made
- Reward achievement



Summary/Questions

- Understand what influences the team and their performance
- Define roles and responsibilities
- Train
- Celebrate
- Improve